

# OFFICE OF THE STATE CONTROLLER

## DUTY STATEMENT

<b>EMPLOYEE NAME</b> Vacant	<b>DIVISION – UNIT NAME</b> California State Payroll System (CSPS) Project
<b>CLASSIFICATION TITLE</b> Associate Governmental Program Analyst (AGPA)	<b>HEADQUARTERS ADDRESS</b> 300 Capitol Mall Sacramento, CA 95814
<b>WORKING TITLE</b> Agency Change Expert (ACE)	<b>POSITION NUMBER</b> 051-221-5393-TBD
N/A	<b>EFFECTIVE DATE</b> TBD

### SECTION A: GENERAL DESCRIPTION

Under the general direction of a Staff Services Manager I (SSMI), the candidate is responsible for performing a variety of complex analytical support activities in the discipline of Organizational Change Management (OCM) on the California State Payroll System (CSPS) Project. The AGPA will serve as an Agency Change Expert (ACE) responsible for communicating changes to business processes through the use of new technology systems, changes to job roles and organization structures through various implementation strategies that maximize employee adoption and usage while minimizing resistance. The ACE will serve as a liaison with the 160 departments statewide in order to perform all tasks and activities related to organizational change management. Each ACE liaison will be responsible for a sub-set of departments.

The candidate will combine complex analysis on business needs with project management tasks, which includes in-depth analysis, evaluation, and planning for organization change readiness of a highly complex IT project. Duties include but are not limited to the following:

### SECTION B: ESSENTIAL FUNCTIONS

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Typical Tasks
40%	Responsible for performing tasks in support of OCM activities as defined in the OCM Management Plan and the Stakeholder Management and Engagement Plan. These activities include but are not limited to: Providing input into the direction and scope of

	OCM work; communicating project status as necessary; providing input into the OCM Plans (i.e., Stakeholder Management; Communication Management); reviewing vendor expectation documents; serving as the CSPA ACE, providing a single point of contact between the CSPA Project team and the identified agency liaisons; facilitating completion of agency implementation assignments with the agency liaisons and the Departmental Agency Readiness Teams (DART); communicating action items and agency concerns in a timely manner; providing advice and resolutions on obstacles that will impact the project; communicating potential risks and issues and maintaining the stakeholder registry and involvement tracker.
25%	Responsible for performing tasks in support of OCM activities as defined in the CSPA Communication Plan. Activities include but are not limited to: facilitating steps in the Communication Lifecycle (request; creation; approval; delivery; storage and measure); facilitating the delivery of communication items to DART liaisons; collecting information and feedback from DART liaisons; developing materials for communication activities; understanding and incorporating the project vision and objectives into communication activities; using defined processes and methods to ensure communications are sent, received and understood based on stakeholder needs and requirements; forming and maintaining strategic relationships with critical individuals and organizations to support the project's success; participating in the CSPA Communication planning meetings; guiding stakeholders through change by building awareness of changes and impacts; securing the commitment to change and verifying operational readiness of affected employees.
20%	Responsible for performing tasks in support of OCM activities as defined in the OCM Resistance Management Plan. Activities include but are not limited to: identifying and communicating areas and types of resistance using the four (4) stages of reaction; providing input into the direction and scope of the Resistance Management activities; identifying the reason(s) for resistance; and adhering to the resistance management process (identify and evaluate; track; mitigate and reinforce; and measure and monitor).
10%	Responsible for performing tasks in support of OCM activities as defined in the CSPA OCM Training Plan. These activities include but are not limited to: providing individuals the training needed to develop the necessary skills to effectively participate in the CSPA Project change effort; helping to ensure that the CSPA project team members receive training to obtain the foundational knowledge to assist in the CSPA Project change effort throughout the entire CSPA Project Lifecycle; ensuring that appropriate staff

	receive training and participate in other knowledge transfer activities to develop the skills necessary to meet the needs of their roles and responsibilities in the CSPS Project.
5%	Responsible for following all CSPS project management processes established for monitoring and controlling. These processes include schedule and task reporting; risk and issue management; completed staff work; and general project management tasks and activities.

### **SECTION C: NON-ESSENTIAL FUNCTIONS**

<b>Percentage of Time Spent</b>	<b>Typical Task</b>
%	Not applicable

### **SECTION D: ADA REQUIREMENT**

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

### **SECTION E: KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; government functions and organization; and methods and techniques of effective conference leadership. Knowledge of Change Management principles, methodologies and tools; Project Management approaches, tools and phases of the project lifecycle.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees. Ability to influence others and move toward a common vision or goal.

### **SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)**

The incumbent will have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions

against those involved. Unrecognized changes or incorrectly implemented changes can negatively affect project cost, schedule, and scope.

## SECTION G: PERSONAL CONTACT

The incumbent will independently confer with all levels of management in the department daily and will consult with internal and external stakeholders, such as the Department of Human Resources (CalHR), and Department of Technology (CDT).

## SECTION H: WORK ENVIRONMENT

**While at Headquarters:** Work is performed in a high-rise climate-controlled office under artificial light with standard office furniture and equipment. If required to travel the incumbent may be subject to the elements of the destination.

**While Teleworking:** Employee will be expected to adhere to all requirements of the signed telework agreement.

## SECTION I: PHYSICAL REQUIREMENTS

The Change Control Manager may be required to sit for long periods using a keyboard and video display terminal/computer monitor(s).

Check the frequency of activity required of the employee to perform the job

Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				x
Walking		x		
Standing		x		
Bending (neck/waist)	x			
Squatting	x			
Climbing	x			
Kneeling	x			
Crawling	x			
Twisting (neck/waist)	x			
Is repetitive use of hand(s) required?			x	
Simple Grasping (R or L)	x			
Power Grasping (R or L)	x			
Fine Manipulation (R or L)	x			
Pushing/Pulling (R or L)	x			
Reaching (above/below shoulder level)	x			

Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Lifting/Carrying	Describe the heaviest item required to be lifted or carried, the frequency and the distance: N/A			

**SECTION J: SIGNATURE**

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

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Employee's Signature

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Date

I have discussed and provided a copy of this duty statement to the employee named above.

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Supervisor's Signature

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Date